

LaCAN



Louisiana CAREWare Access Network

Getting Ready for LaCAN CAREWare

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Getting Ready for LaCAN CAREWare

Requesting to Add a CAREWare User

Each provider should designate a person within their program who is responsible for coordinating new user information and software installation.

To add a new user:

1. Complete the “LaCAN Request to Add/Remove User” form. Have the new user and the user’s supervisor sign it. The form is available here:
<http://new.dhh.louisiana.gov/index.cfm/page/1147>
2. Review the “LaCAN User Confidentiality Agreement” with the new user. Have the new user and the user’s supervisor sign it. The form is available here:
<http://new.dhh.louisiana.gov/index.cfm/page/1147>
3. Have the new user complete the online LaCAN HIPAA training. Users must have a score of at least 80% to gain access to CAREWare. This score is sent automatically to LaCAN. There is not a time limit for the training. The user may complete the training multiple times to get the 80% score. You can access the training at:
<https://www.surveymonkey.com/r/?sm=zHx1EybVTMXbWhTUipnDdw%3d%3d>
4. Fax or scan & email the user’s forms (Add form and Confidentiality form) to your agency’s designated LaCAN Partner.
5. The LaCAN Partner will approve/deny the request and forward the forms to SHP. SHP will set up the user in CAREWare and contact the agency with the user’s login information.

Computer Requirements to Run CAREWare

The following hardware is required for all sites and computers accessing CAREWare:

- Minimum Hardware Requirements
 - Broadband connection
 - Color screen
 - Windows 7 operating system or higher
- Portable Computing Devices (Laptops)

CAREWare is not approved for use on laptop computers without specific approval from the Louisiana Department of Health & Hospitals’ Office of Public Health STD/HIV Program and adherence to the following requirements:

 1. The provider must submit a letter to SHP stating the following:
 - a. The laptop user has a separate signed statement indicating receipt and understanding of laptop agreement/requirements;
 - b. The laptop is docked; and
 - c. The laptop does not leave the office.
 2. The provider must verify annually that the laptop designated for CAREWare use still meets the requirements in the submitted letter.

Software That Must Be Installed for CAREWare

CAREWARE CLIENT TIER

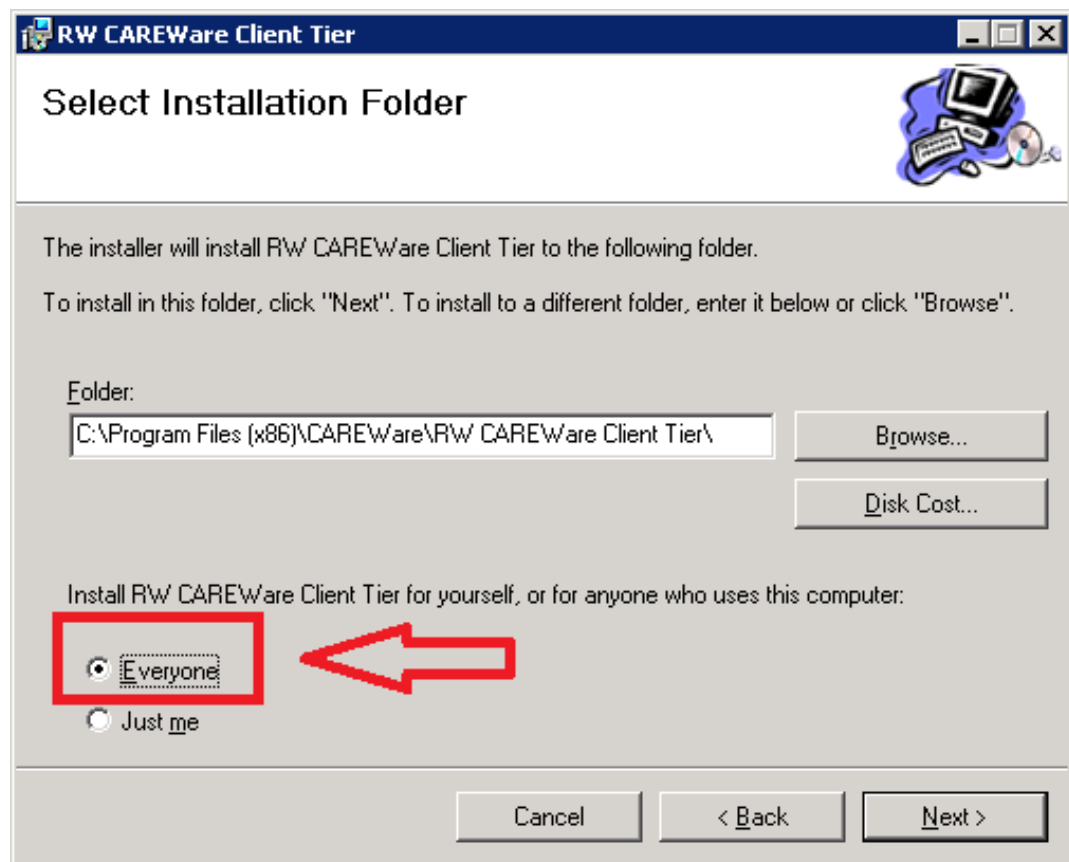
This part of the manual provides instructions for installing the CAREWare client tier and configuring it to access the CAREWare server.

IMPORTANT INFORMATION FOR IT STAFF: CAREWare runs over port 8124 so the computer accessing the system will need to have this port open. We also recommend giving the port priority to ensure a stable connection between the client tier and the server.

A. Install CAREWare Client Tier

NOTE: You will need administrative rights on your computer or you will need an IT person to install the CAREWare client tier for you.

- 1) Download the appropriate CAREWare Client Tier build 849 from:
<http://www.jprog.com/tools/frmwk2.0/Build637/rwcarewareclienttiersetup.msi>
- 2) When the download completes, open the installer
 - During the install process, make sure you install the client tier for **Everyone** and **NOT** for Just me
 - You can leave the defaults for the rest of the installation procedure



Adding the CAREWare Server

- 1) Open the CAREWare client and select **Options >>**



The image shows the 'RW CAREWare Login' dialog box. At the top, it says 'Department of Health and Human Services' and 'HRSA Health Resources and Services Administration'. Below that is 'RW CAREWare Version 5.0 Build 849'. There are two input fields: 'User Name:' with 'cwtemp' and 'Password:'. At the bottom, there are three buttons: 'Login', 'Cancel', and 'Options>>'. A red arrow points to the 'Options>>' button. The version number '2.0.50727.5496' is in the bottom left corner.

- 2) Click on **Server List**



The image shows the 'RW CAREWare Login' dialog box with the 'Server List' tab selected. It has the same header as the first image. Below the 'User Name' and 'Password' fields, there are 'Server:' and 'Port:' fields. The 'Server' field is a dropdown menu, and the 'Port' field has '8124'. At the bottom, there are four buttons: 'Server List', 'Login', 'Cancel', and '<<Options'. A red arrow points to the 'Server List' button. The version number '2.0.50727.5496' is in the bottom left corner. There is also a checkbox labeled 'Encrypt Communication Channel' at the bottom.

- 3) Select **Add** and enter the following:
Server Name/ Address
Port Number: 8124
- 4) Click **Save**. It should look similar to the picture below (you will most likely have another entry above the one you just entered)

Server List

Server Name/Address:

Port Number:

Server Name/Address	Server Port
LACAN Server Address	8124

- 5) Click **Close** to return to the login screen
- 6) Select the new server you just entered from the Server pull down menu

RW CAREWare Login

Department of Health and Human Services
HRSA
Health Resources and Services Administration

RW CAREWare
Version 5.0
Build 849

User Name:

Password:

Server: Port:

20.50727.5498

☒ Encrypt Communication Channel

Logging Into CAREWare

- 1) Enter the CAREWare username and password provided to you by SHP and click **Login**



The login window has a blue title bar that says "RW CAREWare Login". Below the title bar is the HRSA logo (Department of Health and Human Services, Health Resources and Services Administration) and the text "RW CAREWare Version 5.0 Build 849". There are input fields for "User Name:" (containing "cwtemp") and "Password:". Below these are "Server:" (a dropdown menu showing "LACAN Server Address") and "Port:" (a text box containing "8124"). At the bottom left is a "Server List" button. In the center are "Login", "Cancel", and "<<Options" buttons. At the bottom left is a checkbox labeled "Encrypt Communication Channel" which is checked. A small version number "2.0.50727.5468" is visible on the left side of the window.

- 2) When you have successfully logged in, the CAREWare Main Menu will appear

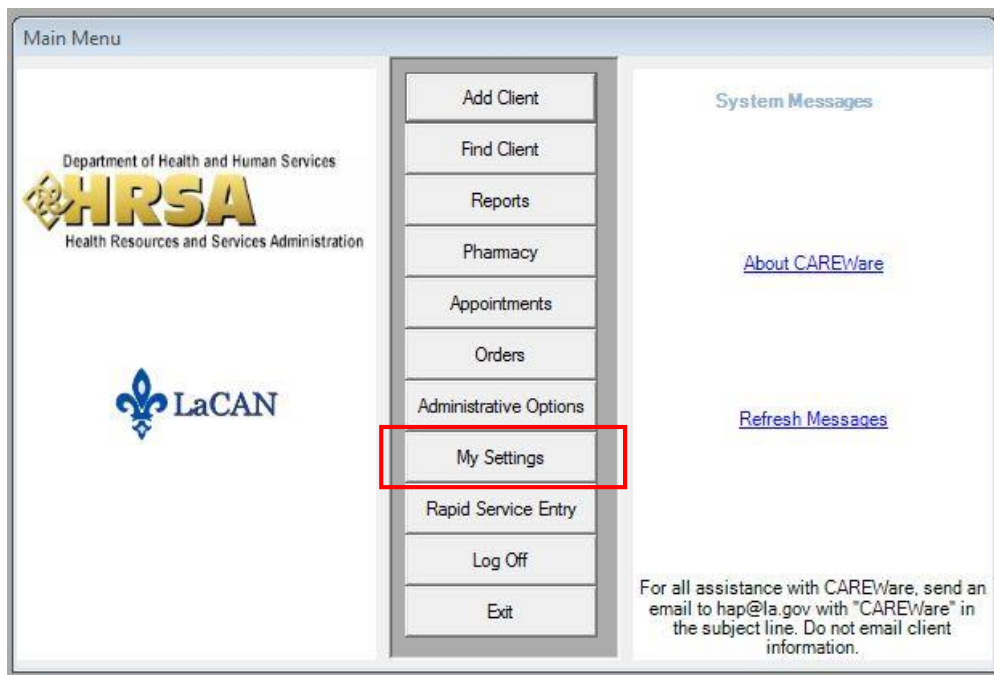


The main menu window has a blue title bar that says "Main Menu". On the left is the HRSA logo. In the center is a vertical list of buttons: "Add Client", "Find Client", "Reports", "Drug Inventory System", "Appointments", "Orders", "Administrative Options", "My Settings", "Rapid Service Entry", "Log Off", and "Exit". On the right is a "System Messages" section with links: "3226 Administrative alarms.", "User Messages", "About CAREWare", and "Refresh Messages". At the bottom right is a note: "For all assistance with CAREWare or Citrix, send an email to hap@la.gov with 'CAREWare' in the subject line. Do not email client information."

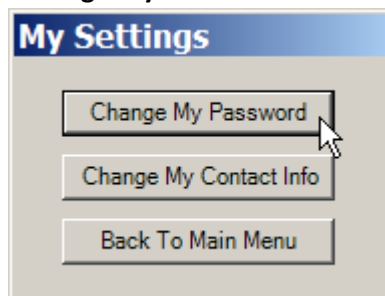
Changing Your CAREWare Password

You must change your password from the default password given to you by SHP as soon as you have logged into CAREWare for the first time. You should be automatically prompted to change your password after you initially log in, however if you are not, you must manually change your password. You must also change your password after your password has been reset by SHP.

- 1) Select My Settings from the Main Menu screen in CAREWare.



- 2) Select **Change My Password** from the My Settings screen



- 2) Enter your new password twice and select **Change Password**

The screenshot shows the 'Change My Password' screen. It has a blue header with the text 'Change My Password'. Below the header, there are two input fields: 'New Password:' and 'Repeat New Password:'. Below these fields are two buttons: 'Change Password' and 'Cancel'.

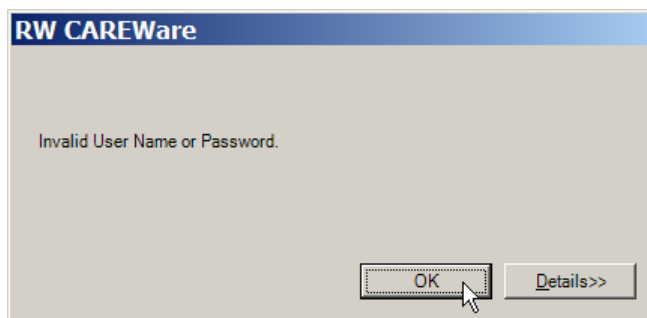
Password Guidance

Here are a few important points about passwords:

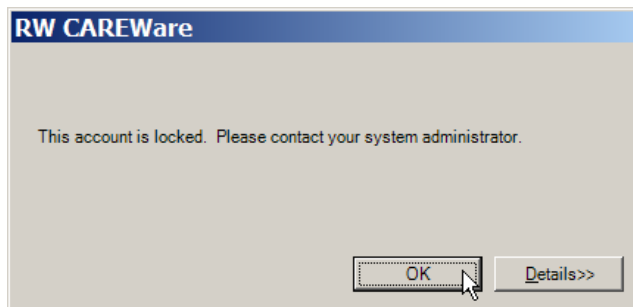
- Passwords are case sensitive, require 8 characters and must contain a minimum of 2 non-alpha characters (such as a number or symbol).
- CW will prompt users to reset their passwords every 30 days.
- **NO ONE should know your CAREWare password, including coworkers and supervisors. If someone needs access to CAREWare, they should have their own account.**
- Do not use a password that is easily guessed by anyone (e.g., your child's name or your birthdate).
- Password must be changed after the first log in after being reset to the default password.

Other Information

- Idle user account time out for the CAREWare application is 15 Minutes.
- If you cannot remember your password you will the following message:



- After three consecutive failed password entries, your account will be locked.



YOU MUST CONTACT YOUR DESIGNATED LaCAN PARTNER TO HAVE YOUR ACCOUNT UNLOCKED.

There is no penalty for forgetting your password.

Forgetting your password is preferable to having it written down or accessible to others.

Things to remember about passwords:

General Guidance for Creating a Password:

- The password **MUST** be at least 8 characters in length.
- The password **MUST** contain at least one letter and one special character.
- The password should **NOT** be the same as your username.
- The password should **NOT** contain your first or last name.

Other Important Security Points to Remember:

- Do **NOT** share your login information with others.
- Do **NOT** distribute your CAREWare username or password to others.
- Do **NOT** write your CAREWare username or password where it can be easily accessed by others.
- Do **NOT** walk away from your computer with the CAREWare browser still up.
- Do **NOT** leave your computer unattended before logging off.
- Do **NOT** close your browser or shut down your computer before logging out of CAREWare.